



SOLICITATION AMENDMENT

Solicitation No. **VSQ07-071**

Amendment No: 2

Page 1

Solicitation Due Date: September 29, 2006 3:00 P.M.

Arizona Department of Veterans' Services

Purchasing Office
4141 N. 3rd Street
Phoenix, AZ 85012
(602) 263-1814 phone
(602) 297-6683 fax

Contact: Diana Martinez

A signed copy of this amendment must be submitted with your Solicitation Response. This Solicitation is amended as follows:

1. The Specifications of the original solicitation pages 11-13 have been replaced with Specifications of Amendment #2, pages 2-6.
2. The Price Sheet, page 14 has been replaced with Price Sheet of Amendment #2, page 7.

All other provisions shall remain unchanged

Vendor hereby acknowledges receipt and understanding of above amendment

Signature

Date

Name and Title:


Name of Company:

The above referenced Solicitation Amendment is hereby executed this 19th day of September, 2006 in Phoenix, Arizona.

Signature

Name: Tammy Vogel

Title: Purchasing Officer

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Specifications:

1. **Purpose:**

It is the intention of the Arizona Department of Veterans' Services (ADVS) to seek offers, and to enter into a contract to provide production services at the Arizona State Veterans' Home (ASVH).

2. **Background:** The following services shall be described in the DVD; Arizona State Veteran Home, Education, Fiduciary, Adult Day Health Care, Veteran Benefit Counseling, Southern Arizona Veteran Cemetery, Freedom Plates and License Plates.

Arizona State Veteran Home: The Arizona Department of Veterans' Services (ADVS), Arizona State Veteran Home (ASVH), operates a skilled nursing facility located at 4141 N. 3rd Street, Phoenix, Arizona 85012. This location is a 200-bed facility. The ASVH is in operation seven days a week, 24-hours a day. This is a state-owned and operated facility built to serve the long-term needs of the veterans (and spouses) of Arizona.

The 200 beds are divided into four 50-bed units with one hundred fifty (150) skilled beds and a 50-bed Alzheimer's unit. There are 24 Medicare certified beds in the facility. Each unit has an individual dining room and a well decorated day room with a big screen TV. There is a centralized nursing station on each unit.

A totally committed and comprehensive nursing care program is administered 24 hours a day, seven days a week. ASVH staff offers the best in physical therapy, occupational, speech therapy, and respiratory therapy, rehabilitative work and exercise classes.

The services provided by the Arizona State Veteran Home must adapt to meet the ever-changing health care needs of the population served. Care provided at the Arizona State Veteran Home is based on the most currently accepted knowledge, practices, and technologies implemented through skilled personnel. In all levels of care, interdisciplinary approaches are planned with the resident and/or family to meet his or her needs. Programs are aimed at meeting long-term health care needs and encouraging wellness through preventive and rehabilitative services offered to assist in attaining and maintaining an optimal level of functioning.


Age, disability, or terminal illness should not limit the individual's right to experience life to the fullest extent possible. Despite the complexity of care required and the degree of disability, the Arizona State Veteran Home strives to provide care that promotes the resident's dignity, self-determination, happiness, and well-being in a home-like environment. Basic to the emphasis is fostering the individual to be a self-determining and independent as possible.

The Arizona State Veteran Home is committed to quality care. It is important to anticipate trends in care needs and plan services to meet those trends, evaluate the care provided, research new approaches, and update programming. The Arizona State Veteran Home has the responsibility to share findings with others involved in long-term health care services.

Education: What is the State Approving Agency? There are a few who do not know what the State Approving Agency is or what its responsibilities are. Each State has one and a few have two or three. Some states have one agency to approve all school programs, another agency to approve all on-the-job training programs, and then possibly a third agency to approve the flight school.

Congress, in its wisdom, determined that each State should create an agency to approve the programs within their borders and to determine which programs were appropriate for veterans to enroll in, to utilize their VA educational benefits. The first State Approving Agencies (SAA) were formed for veterans after World War II. After a few years States realized that a National Association was needed and in 1948 it was formed. The National Association of State Approving Agencies (NASAA) assisted states in coordinating their efforts to do a better job for the veterans. Also it was a tool to resolve mutual problems.

The primary responsibility and focus of the SAA's continues to be the review, evaluation and approval of quality programs of education and training under State and Federal criteria. SAA's continue to conduct on-site supervisory visits to approved institutions and schools seeking approval. They continue to provide technical assistance to all interested parties and are engaged in outreach

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activities to foster the usage of the GI Bill. Further, they continue to act as state liaison in assisting military installations to provide base personnel with quality educational offerings.

The programs which can be approved are found in institutions of higher learning (colleges and universities), non-degree institutions (vocational and technical schools), apprenticeship programs, other on-the-job training programs, and flight training schools. Each state reviews the appropriateness of each program as to its own standards and laws in addition to VA rules and regulations along with any other applicable laws and/or regulations. Then it is either approved or disapproved; continuous supervision is required of approved programs.

Fiduciary: The Fiduciary Division of the State of Arizona, Department of Veterans' Services manages a program that serves as guardian, conservator, or representative payee for incapacitated veterans or the surviving spouses and dependent children of protected veterans pursuant to A.R.S. § 14-5414. A person is judged to be incapacitated if he or she is impaired due to mental illness, mental deficiency, physical disability or illness, senility or advanced age, drug abuse to the extent that the individual fails to exhibit sufficient understanding or ability to make sound or responsible decisions regarding his or her person or estate.

Veterans are referred to the Fiduciary Division from a variety of sources, including the U.S. Department of Veterans Affairs, Regional Office and Medical Centers, Adult Protective Services, Arizona State Hospital, nursing homes, assisted living facilities, family members and, occasionally, veterans themselves. When a referral is made, the case investigator will visit the individual referred to determine if the Fiduciary Division can provide the services that are needed by the client.

The Fiduciary Division also provides assistance to eligible veterans and their families in all financial matters, including powers of attorney, financial planning, budgeting, bill paying, preparing income tax returns, and making major purchases (e.g., homes and vehicles, etc.); and also acts as personal representative for the estates of deceased veterans and their spouses or dependent children.

Adult Day Health Care: The Adult Day Health Care Center is for those needing socialization, therapeutic recreation and rehabilitation during the day. The Center networks with multiple community agencies in order to fulfill and enhance its mission of service to the community. The program serves the community by:


- Providing adult day healthcare to persons needing supervision from 7:00 a.m. to 5:00 p.m. Monday - Friday
- Providing physical and emotional relief to caregivers
- Serving as clinical and educational site for college and university students
- Providing interaction between the generations through student involvement

Services Provided

- Nursing supervision and social services
- Nurse Practitioner on site daily
- Planned educational and recreational activities
- Physical therapy, occupational therapy and speech therapy as needed
- A hot breakfast, hot lunch and two snacks
- Restorative dining program
- Showers and hair care for a nominal fee
- Transportation provided within limited boundaries
- Free monthly Caregivers Support Group

Admission Criteria

The person needs to be able to assist with his/her own feeding and transferring.

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Veteran Benefit Counseling:

A network of Veterans Benefits Counselors (VBC's) provide information, counsel and assistance to veterans, their dependents and survivors in matters pertaining to federal and state benefits earned by honorable service in the Armed Forces of the United States. Veterans Benefits Counselors reach into all fifteen counties of the state. The Division Service Offices are located in Flagstaff, Lake Havasu City, Phoenix, Prescott, Sierra Vista, Tucson, and Yuma.

Functions of Veterans Services Division:

1. Furnish an explanation of all laws granting benefits to veterans, their dependents, or their survivors which will clearly demonstrate in understandable terms the issues involved.
2. Provide assistance to claimants in the proper preparation of their claims.
3. Advise and assist claimants in the procurement and preparation of documents or other evidence when required.
4. Explain decisions rendered by the U.S. Department of Veterans Affairs (VA). Advise dissatisfied claimants of their right to appeal and assist in the development of such an appeal. Appear with the claimant to present oral argument before a VA hearing board and/or the Traveling Section of the Board of Veterans' Appeals.
5. Assist veterans when applying for regular or emergency admission to U.S. Department of Veterans Affairs hospitals.
6. Assist veterans in establishing eligibility for various benefits for which the state's veterans are eligible; i.e., employment preferences, hunting and fishing licenses, property tax and license tax exemptions, and special license plates.
7. Maintain liaison with local offices of all governmental agencies and all local veterans' organizations.
8. Address veteran issues to any interested community group.

Southern Arizona Veteran Cemetery: The Arizona Department of Veterans' Services has established the cemetery on approximately 145 acres of land which was previously part of Ft. Huachuca Military Reservation. The cemetery entrance is south of Fry Boulevard on Buffalo Solder Trail. The state veterans' cemetery has been made possible by a grant from the VA State Cemetery Grant Service in the amount of \$7.7 million for construction and equipment.

Any veteran who has an other than dishonorable discharge is eligible for burial in the SAVMC. Spouses and certain dependents are also eligible for burial. There is no charge for interment, for either veterans or their family members. Veterans may choose:


1. A columbaria niche (which includes an inscribed granite niche marker) or
2. A full-casket, in-ground burial (which includes an inscribed upright grave marker and a single or double concrete crypt liner).

Freedom Plates and License Plates: The Arizona Veterans License Plate was designed by ADOT at the request of the veteran community to serve multiple purposes. Two main functions are to allow veterans to display their pride in their honorable military service to our country, and to fund programs for the veterans of Arizona. \$17.00 of the plate purchase price each year goes directly to the Arizona Veterans Donation Fund. This \$17.00 is also tax deductible.

When an Arizona Veterans License Plate is purchased, \$17 of the \$25 special plate fee goes to the Arizona Veterans Donation Fund, which is used in many ways to help Arizona's veteran community: health care, education, memorial cemeteries maintenance, and the State Veteran's Home – a skilled nursing center. By law, the fund is used only for Arizona's veteran programs and cannot be absorbed into the state's general fund.

3. Scope of Services:

- 3.1. The Contractor shall be responsible for preparing and administering an informational marketing DVD for the Arizona Department of Veterans' Services (ADVS). The DVD will be utilized by the ADVS marketing staff for presentations to the public. The DVD shall begin with an overview of the agency and followed by a brief description of the services described in Section 2, Background. The description of services shall be an estimated 4 minutes each for an estimated total of 35 minutes which shall also include the 2 minute overview of the agency.

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3.2. Production Services

The Contractor shall be responsible for providing all necessary components needed to produce the DVD. These components include, but are not limited to: production management, music, graphics, film crew, editing, scripting, shooting, raw and tape stock, voice over and/or narrating. ADVS will utilize their employees to appear on the DVD project and all location shots will be done at ASVH only.


3.1.2. Production

Under the direction of ADVS, the Contractor shall be responsible for the creation and production of effective materials such as the DVD.

- 3.1.2.1 The Contractor shall provide ADVS with a timely response to its production needs and schedules for the DVD project. Sufficient time will be allowed for developing the project, scripting, editing, shooting and revising the product per ADVS request, obtaining final approval from ADVS, producing the final product according to ADVS specifications.
- 3.1.2.2 When producing any creative work, the Contractor shall not vary from approved scripts, storyboards, or print layouts without ADVS approval. Failure to adhere to approved scripts, storyboards, or layouts may void ADVS's approve of the estimate for the project.
- 3.1.2.3 The Contractor must collaborate with ADVS on all aspects of the production process, including but not limited to, storyboard creation, scripting, location, shooting, audio recording, editing, and effects.

4. Requirements:

- 4.1. The Contractor shall have 45 days to complete the project. Any deviance from timeframe will be deducted from the Contractor's fees. The Contractor shall be deducted 5% from fees for each day delayed due to the Contractor. A percentage will not be deducted from fees if delays are due to ADVS.
- 4.2. The Contractor shall maintain a full-time office in Arizona so that contractor staff can be readily available to ADVS on a daily basis. If the office is located outside of Arizona, please describe availability at ADVS request.
- 4.3. The Contractor's staff shall be available for meetings at ADVS request at ADVS's discretion with a 48 hour notice.
- 4.4. The Contractor shall make no commitment on behalf of ADVS without prior written approval.
- 4.5. The Contractor shall make recommendations regarding ways to generate cost savings whenever possible.
- 4.6. The Contractor shall be able to transfer documents, creative artwork and files electronically using a mutually agreed format (e.g., PDF).
- 4.7. The Contractor must manage the Agency's account in a business-like manner, consistent with ADVS's needs, and conform to the highest possible industry and quality standards. This includes, but is not limited to, adequate staffing to provide effective cost tracking and detailed invoicing as required by ADVS.
- 4.8. ADVS shall have all ownership of all products created under the resultant contract (including but not limited to all raw footage, documentation, reports, records, summaries and other matter and materials prepared or developed by the contractor) shall be the sole, absolute and exclusive property of ADVS, free from any claim or retention of right on the part of the contractor, its agents, sub-contractors, officers or employees.
- 4.9. ADVS shall have the authority to change or duplicate the DVD by another contractor once project is completed.
- 4.10. The Contractor shall identify for ADVS the staff member servicing as Point of Contact.
- 4.11. The Contractor shall advise ADVS of emerging technologies and provide Agency with Services using emerging technologies as appropriate.
- 4.12. The Contractor shall provide personnel that have extensive knowledge and experience in the production field.

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4.13. The Contractor shall maintain speed limit in parking lot for the safety of residents who reside at ASVH.

4.14. The Contractor shall follow safety guidelines for parked vehicles, residents and visitors.

5. NOTICES, CORRESPONDENCE, REPORTS, INVOICES AND PAYMENTS:

5.1. Invoices shall be submitted within thirty (30) days of completion of work. The invoices shall be sent to the following address:

Arizona Department of Veterans' Services
Accounts Pay able
3839 N. Third Street, Suite 109
Phoenix, AZ 85012
Phone: (602) 234-8400 Fax: (602) 265-3497

5.2. Contract Amendments, Correspondence, Purchase Order inquiries shall be sent to the following address:

Arizona Department of Veterans' services
Purchasing Office
4141 N. 3rd Street
Phoenix, AZ 85012
Phone: (602) 263-1814 Fax: (602) 222-6687

Notices, Correspondence, Reports and Payments from The Department to the Contractor shall be sent to:
Contractor
Address
Address
City, State, Zip

5.3. Invoices shall be paid by ADVS within thirty (30) days following receipt of the invoice. In the case of any dispute regarding part of any invoice, ADVS shall pay the undisputed part according to the payment terms described above.



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Price Sheet

Description

Hourly Rate Cost

Producing

\$ _____

Shooting

\$ _____

Scripting

\$ _____

Editing

\$ _____